

## SETTING UP AN ACCOUNT

- 1: Visit [www.ecauk.com/support/rma](http://www.ecauk.com/support/rma)
- 2: Click the "Don't have a user account?" option and complete the form that follows
  - Once submitted, this information will be sent to our RMA Team who will send a username and password to the email address provided

Welcome to the RMA system. To proceed, please login below.


User Name	<input type="text" value="jcbetton"/>
Password	<input type="password" value="*****"/>
v2.1	<input type="button" value="Enter"/>

**Don't have a user account?**

[Forgotten password?](#)

This site is best viewed in a modern browser.  
Older browsers may restrict functionality of the RMA system.

By using the RMA system you agree to our terms of business.



To request a login for our support system, please complete the following form.

Company Name	<input type="text"/>	*
Contact Name	<input type="text"/>	*
Email Address	<input type="text"/>	*
Address	<input type="text"/>	*
	<input type="text"/>	*
	<input type="text"/>	*
Postcode	<input type="text"/>	*
Country	<input type="text" value="United Kingdom"/>	*
Telephone	<input type="text"/>	*
Fax	<input type="text"/>	*

\* Required Fields

## ALREADY HAVE AN ACCOUNT?

- 1: Visit [www.ecauk.com/support/rma](http://www.ecauk.com/support/rma)
- 2: Log in with your username and password
- 3: Click the "Request RMA" option and complete the form that follows
  - Once submitted, this information will be sent to our RMA Team who will approve or reject the RMA request following an evaluation

Overview **Request RMA** Browse | Search | My Details | Contact Us | Warranty Lookup | Logout

RMA Request			
Company	<input type="text" value="Test Company"/>	Address	<input type="text" value="Unit 13 Suttons Busines*"/>
Name	<input type="text" value="Tom Fiander"/>		<input type="text" value="Reading"/>
Email	<input type="text" value="tom.fiander@ecauk.con*"/>		<input type="text" value="Berkshire"/>
Telephone	<input type="text" value="01189294990"/>	Postcode	<input type="text" value="RG6 1AZ"/>
Fax	<input type="text" value="01189667920"/>	Country	<input type="text" value="United Kingdom"/>
* Required	<input type="button" value="Next"/>		

### IF ACCEPTED

You will receive an email with a unique RMA reference number and a delivery note to affix to the postal box/package. If this is a medical product, please ensure it is thoroughly cleaned and sent with a decontamination certificate.

On receipt of the RMA, ECA will evaluate the issue and provide necessary feedback and further information.

### IF REJECTED

You will receive an email stating the reason for rejection.

For example - the RMA has been logged twice or a first line support call from our Technical Team may solve the issue before it becomes a full RMA.

